

# **WATER AND SEWER SERVICE APPLICATION PROCEDURE**

## **West Travis County Public Utility Agency**

- I. Non-Refundable Application Fee: \$50.00
- II. Service Transfer Fee: \$30.00 (may apply)
- III. Required Water and/or Sewer Service Customer Deposits:

<u>METER SIZE</u>	<u>DEPOSIT AMOUNT</u>
(Diameter)	(Refundable at Service Termination)
5/8" and 3/4"	\$100.00
1"	\$200.00
1 1/2"	\$375.00
2"	\$600.00
3"	\$1,200.00
4"	\$1,800.00
6"	\$2,400.00
8"	\$3,600.00
12"	\$8,000.00

Required Additional Deposits if Service is being requested in:

- a. Rocky Creek Subdivision (aka Travis County Municipal Utility District No. 16):
  - i. Refundable Deposit Fee of \$150
  - ii. Plus a Non-Refundable Transfer Fee of \$15.00
- b. Ledgestone Subdivision (aka Hays County Municipal Utility District No. 4):
  - i. Refundable Deposit Fee of \$100.00 for 5/8" Diameter Meter
  - ii. Refundable Deposit Fee of \$150.00 for 3/4" Diameter Meter
  - iii. Plus a Non-Refundable Transfer Fee of \$30.00

#### **IV. APPLICATION PROCESS**

- a. Complete a Water and/or Sewer Application (attached)
- b. Complete and Execute a Service Agreement and Confidentiality Agreement (both attached)
- c. Copy of Driver's License/Photo ID
- d. Submit Application, Final Plat (if new service), Executed Service Agreement and ID :
  - i. Mail to:  
West Travis County PUA  
13215 Bee Cave Pkwy.  
Bldg. B, Suite 110  
Bee Cave, Texas 78738
  - ii. Hand Deliver to:  
West Travis County PUA  
13215 Bee Cave Pkwy.  
Bldg. B, Suite 110  
Bee Cave, Texas 78738
  - iii. E-mail: [customerservice@wtcpua.org](mailto:customerservice@wtcpua.org)

ACCOUNT # \_\_\_\_\_  
(Office will assign number)

## **SERVICE AGREEMENT**

### **West Travis County Public Utility Agency**

Is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this Service Agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Service Agreement before we will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this Service Agreement.

- I. **PLUMBING RESTRICTIONS:** The following undesirable plumbing practices are prohibited by State regulations:
- A. No direct-connection between the public drinking water supply and potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
  - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by installation of an air-gap or a reduced pressure-zone backflow prevention device.
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  - D. No pipe or pipe fitting which contains more than .25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
  - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- II. **ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this Service Agreement will be billed to the Customer.
- The Water System will maintain a copy of this Service Agreement as long as the customer and/or premises are connected to the Water System.
  - The Customer shall allow the property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the District's business hours.
  - The Water System shall notify the customer in writing of any cross-connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic re-inspection.
  - The Customer shall immediately correct any undesirable plumbing practice on the premises.
  - The Customer shall, at their expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

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**(Customer Signature – Required)**

## APPLICATION FOR WATER & WASTEWATER UTILITY SERVICE

If you have any questions about this application, please contact our office at 512-263-0125 or email at [customerservice@wtcpua.org](mailto:customerservice@wtcpua.org).

Required fields are marked with an **asterisk \***.

### **Applicant Information:**

*NOTE: At least one phone number (home, work or cell) is required.*

Name:\* \_\_\_\_\_

Mailing Address:\* \_\_\_\_\_

City, State & Zip:\* \_\_\_\_\_

Home Phone:\* \_\_\_\_\_ Work Phone:\* \_\_\_\_\_ Mobile:\* \_\_\_\_\_

Email Address: \_\_\_\_\_

Name of additional person authorized to make changes to this account:

\_\_\_\_\_

Service Address:\* \_\_\_\_\_

City State & Zip\*: \_\_\_\_\_

County:\* \_\_\_\_\_

Subdivision:\* \_\_\_\_\_ Block: \_\_\_\_\_ Lot: \_\_\_\_\_ Acreage: \_\_\_\_\_

### **Requested Services\***

*NOTE: At least one service must be checked*

\_\_\_\_\_ transferring existing water service

\_\_\_\_\_ transferring an existing sewer service

*Additional information may be required on the following:*

\_\_\_\_\_ water service for a new location (brand new meter)\*

\_\_\_\_\_ sewer service for a new location\*

**METER SIZE\*** \_\_\_\_\_

**\*Official Certified Plat must be submitted with application**

Applicant is: \_\_\_\_\_ Owner \_\_\_\_\_ Renter \_\_\_\_\_ Builder

Customer type: \_\_\_\_\_ Residential \_\_\_\_\_ Commercial

**Approximate date service is needed:\*** \_\_\_\_\_

*NOTE: Service date must be at least 2 business days in future, must not fall on a weekend and must not be more than 180 days in the future.*

Under the Texas Utilities Code, Section 182.01 through 182.005 persons 60 or older with a utility account will not receive a 10% penalty until the bill is past due by 25 days.

**Are you or any person authorized on this account 60 or older?** \_\_\_\_\_ Yes \_\_\_\_\_ No  
(age verification will be required if over 60)

***Copy of Driver's License/Photo ID must be included with application.***

The Texas Legislature has limited the availability of customer information through Texas Utilities Code § 182.052. This law states that customers of the Agency have the right to request confidentiality of their addresses, telephone numbers, amounts billed and usage amounts as part of the Agency's account records. If you wish your information to remain confidential, please complete the attached form and return.

I acknowledge by submitting this agreement that upon accepting service I will be subject to the terms and conditions of retail water and/or wastewater as contained in the Rate Tariff Schedule, as updated from time to time at the discretion of the West Travis County Public Utility Agency Board of Directors. I further acknowledge and agree that the terms and conditions of retail water and/or wastewater service contained in the Rate Tariff Schedule shall constitute a contract between the West Travis County Public Utility Agency and me and may be enforced as such.

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**FOR OFFICE USE ONLY:**

Account number: \_\_\_\_\_ Date Received: \_\_\_\_\_ Entered by: \_\_\_\_\_

## Confidentiality Agreement

### West Travis County Public Utility Agency

Date\_\_\_\_\_

Re: Service Address:\_\_\_\_\_

Dear Customer:

The West Travis County PUA has a policy of keeping customer information confidential when possible. The West Travis County PUA is a political subdivision of the State of Texas and under the Public Information Act must open all of our records to anyone who asks to review them. The Texas Legislature has limited the availability of customer information through Texas Utilities Code § 182.052. This law states that customers of the Agency have the right to request confidentiality of their addresses, telephone numbers, amounts billed and usage amounts as part of the Agency's account records.

If you wish your personal information be kept confidential, please indicate below and either return this form by mail at the above address, fax this form to the above number or email this form to [customerservice@wtcpua.org](mailto:customerservice@wtcpua.org). **If you do not return this form, your personal data will continue to be subject to scrutiny under the Public Information Act.**

\_\_\_\_\_ Yes, I would like my personal data to be kept confidential.  
(Please initial)

Signature \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_